

**Division of Health Care Finance and Policy  
Information Technology Group**

**Qualified Student Health Insurance Program (QSHIP)  
Web Application**

**User Guide**

## Revision History

Date	Author	Comment
November 28, 2005	Jonathan Dodds	Initial release
September 26, 2008	Prema Perumal	Revised based on review comments.

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## **1 Overview**

This is a basic guide to filing the ***Qualified Student Health Insurance Program (QSHIP) Survey*** using the Division of Health Care Finance and Policy's (the Division's) INET Web application.

For referencing forward in this document, the application "***Qualified Student Health Insurance Program***" will be abbreviated as "**QSHIP**".

### **1.1 Introduction**

Beginning with the Fall 2005 file submission, the Division deployed a web application for collecting the ***QSHIP Survey*** electronically. Filers will connect to this web application through the Division's "INET" web site at:  
<<https://dhcfpinet.hcf.state.ma.us/>>.

### **1.2 INET User Registration**

Users who will enter the data and submit the survey must be registered for the INET application. After a registration request is processed by the Division, the registered user will receive a Login ID via email.

## **2 Step by Step Process to File**

The following describes all the necessary steps to complete and successfully submit the QSHIP Survey electronically.

### **2.1 Assemble all Required Information**

Assemble all the required information for your QSHIP survey submission.

This would be the same process as required to fill out and file the paper copy of the Qualified Student Health Insurance Program Survey.

## 2.2 Log In to INET

Figure 1 - INET Login

Log in to INET <<https://dhcfpinet.hcf.state.ma.us/>> using the Login ID provided by the Division.

If you have any questions regarding your INET password or the QSHIP Survey, please call the Division's Helpdesk at (800) 609-7232.

## 2.3 INET Main Menu

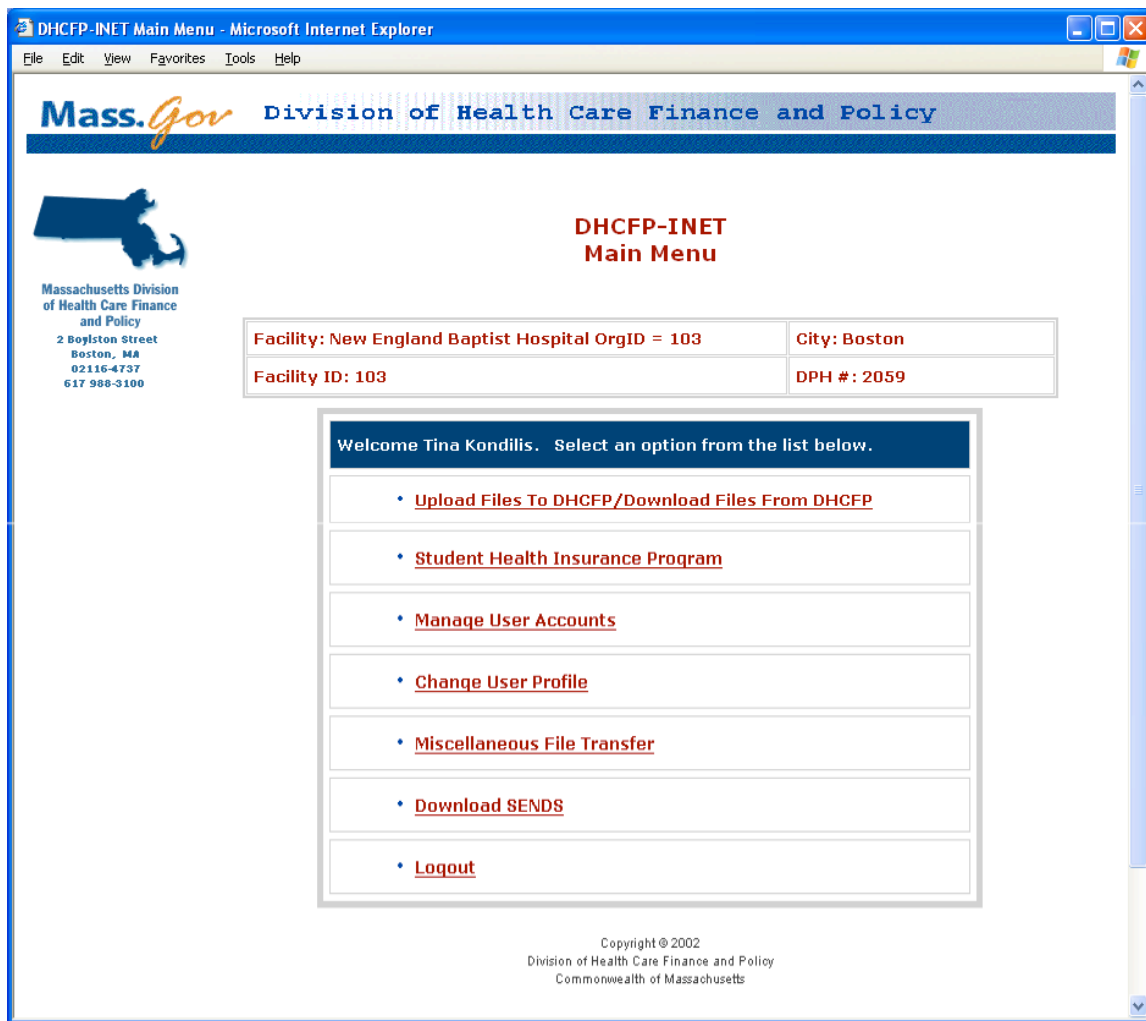


Figure 2 - INET Main Menu

On a successful login the INET main menu will be displayed. Click the “**Student Health Insurance Program**” menu choice to proceed to the QSHIP survey.

## 2.4 QSHIP Main Menu

The screenshot shows a web browser window titled "QSHIP Main - Microsoft Internet Explorer". The page header includes the "Mass.gov" logo and the text "Division of Health Care Finance and Policy". Below this, there is a map of Massachusetts and contact information for the "Massachusetts Division of Health Care Finance and Policy" located at 2 Baylston Street, Boston, MA 02116-4737, with phone numbers 02116-4737 and 617 988-3100. The main heading is "Division of Health Care Finance and Policy Student Health Insurance Program (QSHIP) Main Menu". There are two links: "Main Menu" and "Logout". The "Organization Information" section shows a dropdown menu for "Organization" set to "University of Massachusetts Boston", with "Org ID: 6950" and "City: Boston" displayed. The "Reporting Options" section has three radio buttons: "Enter/Edit Data for an Open or New Status Report" (selected), "View Submitted Status Reports", and "Reopen an Existing Submitted Status Report for Revision". A dropdown menu for the filing period is set to "2005 - Fall". At the bottom are "Cancel" and "Continue" buttons. The footer includes "Copyright © 2005 Division of Health Care Finance and Policy Commonwealth of Massachusetts".

Figure 3 - QSHIP Main Menu

Near the top of the QSHIP Main Menu page are two links: “**Main Menu**” and “**Logout**”. The “**Main Menu**” link returns the user to the INET main menu. The “**Logout**” link exits QSHIP and INET and returns the user to the INET Login.

The “Organization Information” section of the page displays the name of the organization associated with the current user account.

The “Reporting Options” section provides choices for entering and managing QSHIP survey status reports.

On the QSHIP Main Menu (Figure 3) start a new survey filing.

1. Verify the correct organization is displayed.
2. Under “Reporting Options”, select the “**Enter/Edit Data for an Open or New Status Report**” choice.
3. Select the correct filing period from the drop-down menu that appears to the right of the “**Enter/Edit Data for an Open or New Status Report**” choice (e.g. “2005 - Fall”).
4. Click the “**Continue**” button.

## 2.5 QSHIP Survey

Figure 4 - QSHIP Survey

The QSHIP Survey Status Report screen has a row of buttons across the top of the page. The buttons are labeled “**Save**”, “**Save and Exit**”, “**Submit**”, and “**Exit without Saving**”. The buttons are duplicated at the bottom of the page.

The survey can be saved at any time by clicking the “**Save**” button. Using the save feature is recommended to avoid losing data.

**Caution: Inactivity for 20 minutes will cause the web application session to time out and any unsaved data will be lost.**

The survey does not need to be completed in one session. The “**Save and Exit**” button can be used to save a partially completed survey and return to the QSHIP main menu.

To complete the survey:

1. Enter the first and last name of your institution’s President in the fields provided.
2. Answer each of the survey questions.
  - a. Please note that there has been a change in the way the insurance underwriter information is entered. Previously, the name of the insurance underwriter was manually inputted into a text box. This field is now a drop-down box that lists all health insurance carriers accredited by the Massachusetts Division of Insurance to provide health insurance in Massachusetts.
  - b. If the insurance underwriter is not listed in the drop-down box:
    - i. Please make sure that the data inputted is the name of the insurance **underwriter**, not insurance **broker**. Some insurance companies (i.e. Gallagher Koster) are insurance brokers who provide administrative support in providing a health benefit plan; however,

the health benefit plan itself is underwritten by another insurance carrier.

- ii. If, after determining that the insurance company is an underwriter and not a broker, the name of an insurance underwriter is still missing from the list, please call the Division's Help Desk at (800) 609-7232.
  3. When all of the information has been provided and checked for accuracy, click the certification checkbox at the bottom of the survey page (Figure 5). The certification checkbox states "The information provided is accurate to the best of my knowledge."
- The certification checkbox is not saved but it must be checked to submit the report. If the certification box is checked and the "**Save and Exit**" button is used the certification checkbox will be unchecked when the survey is next retrieved.
4. Click the "**Submit**" button to submit the finalized survey. After the survey is submitted no further changes can be made.
  5. Use your browser's print command to print a copy of the submitted survey.
  6. Click the "**Exit without Saving**" button to return to the QSHIP main menu.
  7. Click the "**Logout**" link on the QSHIP main menu to exit INET.

The screenshot shows a web browser window titled "Fall Status Report - Microsoft Internet Explorer". The address bar shows a URL. The page content includes a question: "7. Does your institution participate in a collective bid with other colleges/universities to purchase student health insurance?" with radio buttons for "No" and "Yes". Below this is a text area for "If yes, list the institutions included in the collective bid:". At the bottom, there is a checkbox labeled "The information provided is accurate to the best of my knowledge." and four buttons: "Save", "Save and Exit", "Submit", and "Exit without Saving". The footer text reads: "Copyright © 2005 Division of Health Care Finance and Policy Commonwealth of Massachusetts".

**Figure 5 - QSHIP Survey - Certification Checkbox**

### 3 Step by Step Process to View a Submitted Survey

QSHIP Main - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Mass.gov Division of Health Care Finance and Policy

Massachusetts Division of Health Care Finance and Policy  
2 Boylston Street  
Boston, MA  
02116-4737  
617 988-3100

Division of Health Care Finance and Policy  
Student Health Insurance Program (QSHIP)  
Main Menu

[Main Menu](#) [Logout](#)

Organization Information

Organization: University of Massachusetts Boston Org ID: 6950  
Organization Name: University of Massachusetts Boston City: Boston

Reporting Options

☐ Enter/Edit Data for an Open or New Status Report  
☒ View Submitted Status Reports  
☐ Reopen an Existing Submitted Status Report for Revision

View	Submission Period	Year	Status
<a href="#">Click to View</a>	Fall	2005	Submitted

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Division of Health Care Finance and Policy

Figure 6 - View Report

The following describes the steps to view a survey that has been submitted. No changes are allowed to the submitted survey. If adjustments or corrections are required a “reopen request” must be created as described in section 4.

To view a submitted survey:

1. Log in to the INET web application. (See Section 2.2)
2. Click the “**Student Health Insurance Program**” menu choice. (See Section 2.3)
3. On the QSHIP Main Menu under “Reporting Options”, select the “**View Submitted Status Reports**” choice. A list of all saved and submitted reports will be displayed below the menu. (Figure 6)
4. Click the “**Click to View**” link for the survey that needs to be viewed.

## 4 Step by Step Process to Request a Reopen

QSHIP Main - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Mass.gov Division of Health Care Finance and Policy

Massachusetts Division of Health Care Finance and Policy  
2 Boylston Street  
Boston, MA  
02116-4737  
617 988-3100

Division of Health Care Finance and Policy  
Student Health Insurance Program (QSHIP)  
Main Menu

[Main Menu](#) [Logout](#)

Organization Information

Organization:  Org ID: 6950

Organization Name: University of Massachusetts Boston City: Boston

Reporting Options

☐ Enter/Edit Data for an Open or New Status Report

☐ View Submitted Status Reports

☒ Reopen an Existing Submitted Status Report for Revision

Reopen	Submission Period	Year	Status	Reopen Status	Reopen Date
<a href="#">Click to Reopen</a>	Fall	2005	Submitted		

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Division of Health Care Finance and Policy

Figure 7 - Reopen Request

After a web application submission has been completed and submitted a user may recognize that adjustments or corrections are needed. Using the web application, users must create a “reopen request”. Reopen requests will be reviewed and either approved or rejected by internal DHCFP staff. To help ensure timely review, an email notification is automatically generated and sent to the appropriate Division staff within 4 hours of the request.

The following describes the steps to request a reopen.

1. Log in to the INET web application. (See Section 2.2)
2. Click the “**Student Health Insurance Program**” menu choice. (See Section 2.3)
3. On the QSHIP Main Menu (Figure 3), under “Reporting Options”, select the “**Reopen an Existing Submitted Status Report for Revision**” choice. A list of submitted surveys will be displayed below the menu. (Figure 7)
4. Click the “**Click to Reopen**” link for the survey that needs to be reopened.

5. The screen will change to display a text box for entering a description of the reason for the reopen request. (Figure 8). A reopen request reason is required.
6. After entering the reopen request reason, click the “**Submit Reopen**” button. A message should be displayed indicating “Your request has been submitted.” Click the “**Exit**” button.

QSHIP Main - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Mass.Gov Division of Health Care Finance and Policy

Division of Health Care Finance and Policy  
Student Health Insurance Program (QSHIP)  
Main Menu

Massachusetts Division of Health Care Finance and Policy  
2 Boylston Street  
Boston, MA  
02116-4737  
617 988-3100

Main Menu Logout

Organization Information

Organization: University of Massachusetts Boston Org ID: 6950

Organization Name: University of Massachusetts Boston City: Boston

Reopen Reason

Exit Submit Reopen

**Figure 8 - Reopen Request Reason**

After receiving notification that a request to reopen was approved, the survey report will be available for editing.

To make the needed corrections: log in, navigate to the QSHIP main menu, and choose “**Enter/Edit Data for an Open or New Status Report**” as described in section 2.